

Upgrade^m is a Human Resources Outsourcing and Consulting company specialized in Information Technologies and Telecommunication industries. We are currently almost 400 consultants, working on different projects with our multinational and national technological partners. We present solutions such as resource **Outsourcing** for medium to long term projects, **Time & Materials**, and **Business Process Outsourcing**.

Regarding our partnership with a prestigious Telecom player, we are currently looking for:

Business Process Manager (m/f)

LISBON AREA

Main/Key Tasks

- Responsible for process documentation;
- Understand global process concept and work together with operational team for process deployment/adjustment;
- Understand process specificities and find solutions/proposal for convergence to global processes;
- Provides guidance and assistance to end-users according to defined processes;
- Monitor process, suggest process improvements and measure improvement factor;
- Provide feedback on the efficiency and effectiveness of the actions (i.e. process continuous improvement);
- Actively participate and contribute to the standardization of processes;
- Actively drive change management (process side) and interact with system/tools experts for needed change requests;
- Support testing application/tools in the dimension of the deployed processes.

Skills

- Process management;
- Process development;
- Process knowledge;

- Generic knowledge of General Processes / Telecom Processes / Managed Services Processes;
- Specific knowledge of process standard ITIL;
- Specific knowledge of process standard eTom;
- Pro-active information seeking;
- Consultancy and Training.

This is an opportunity to develop your skills and career on a multicultural setting, integrated in a multinational project, where you will be provided initial and continuous training and an attractive salary package.

Go to www.upgradem.pt, and insert the reference **"ITCD 220"** in the "Keyword" field. Next, click on "Answer", provide your data and attach your Cv.